



Defense Information Systems Agency

A Combat Support Agency

NETWORK SERVICES

PRIVATE INTERNET PROTOCOL (IP) SERVICE

ESTABLISH A VIRTUAL PRIVATE NETWORK (VPN) CUSTOMER ORDERING GUIDE

Version 1.0
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UNCLASSIFIED

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Signature Page for Key Officials

Approved by:

Signed on July 2, 2012; signature on file

Chief, Customer Services Division (NS7)

July 2, 2012

Date

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1. Introduction

The Defense Information System Network (DISN) Private Internet Protocol (IP) Service is an enterprise Virtual Private Network (VPN) service providing data privacy to mission partners across the Unclassified but Sensitive IP Router Network (NIPRNet). As a data service, this new service falls within the DISN Subscription Service (DSS) structure. The Private IP Service provides a VPN environment for mission partners desiring to segregate their IP traffic from the common user environment currently provided by the DISN Sensitive but Unclassified (SBU) IP Data Service. Typical applications are similar to the applications using the SBU IP Data Service, within a community of interest or closed user group. The service provides private IP networking with protection from external threats through segmentation that minimizes attack opportunity.

The process and detailed information to order this service, which requires two steps, are provided in the Private IP Customer Ordering Guides. The first step is to ***Establish a VPN*** and the second step is to ***Connect to an Established VPN***. Guidance for registering Private IP (VPNs) in the System/Network Approval Process (SNAP) database is available in Appendix M of the Connection Process Guide (GPC). The CPG can be accessed at: <http://disa.mil/Services/Network-Services/DISN-Connection-Process>.

2. Purpose

This document provides detailed information necessary to ***Establish a VPN*** via DISA Direct Order Entry (DDOE). A separate Ordering Guide has been developed to address information to ***Connect to an Established VPN***. Both documents assume the reader has basic familiarity with DDOE and has an established account with role(s). The DISA Direct homepage can be accessed at: <https://www.disadirect.disa.mil/products/ASP/welcome.ASP>.

3. References

- (a) DoD Connection Process Guide (CPG), Version 4.0, dated DD June 2012

4. Roles and Responsibilities

It is the customer's responsibility to order DISN Private IP Service as they deem necessary, and to ensure the registration within the SNAP database.

5. Points of Contact

For additional information, help with DDOE, or specifically with ordering DISN Private IP Service, contact the DISN Global Support Center (DGSC) using the information provided below.

DISN Global Support Center (DGSC)	
Customer Services Division (NS7)	CML: (800) 554-DISN (3476) or (614) 692-4790
	DSN: (312) 850-4790
	Global DSN: (510) 376-3222
	Unclassified e-mail: DGSC@csd.disa.mil
	Classified e-mail: DGSC@cols.csd.disa.smil.mil

Table 1: Points of Contact

6. Process Overview

The process to establish a VPN is required only once for each VPN, regardless of the number of individual connections. This is an administrative action/record only; it does not result in the issuance of a Telecommunications Service Request (TSR) or Telecommunications Service Order (TSO). The basic procedures are:

1. The DISA Direct Order Entry (DDOE) process is used to establish a VPN.
2. An authorized DDOE user logs into DDOE and selects type of service [i.e., DISN Virtual Private Network (VPN)] and “Establish a Virtual Private Network (VPN).”
3. A VPN Point of Contact (POC) will be designated. An Alternate POC may also be designated.
4. A VPN Name/Number will be generated by DDOE according to DISAC 310-65-1 naming convention rules. Customers will receive feedback indicating successful action and providing the VPN Name/Number to be used when ordering connections.

The following depicts the process overview for establishing a VPN. Business rules and specific steps are documented in subsequent sections.

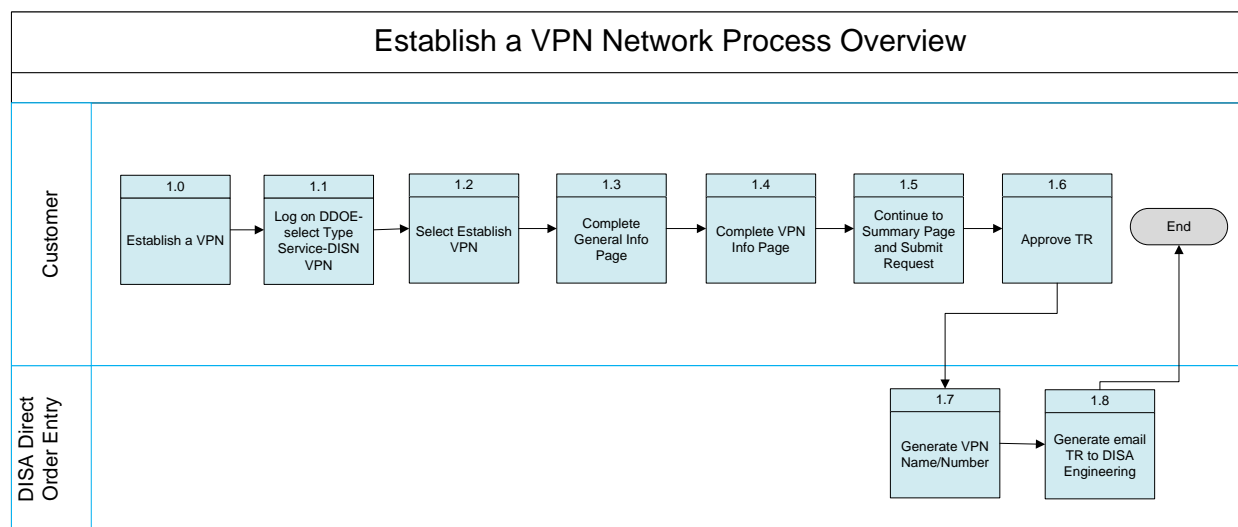


Figure 1: Process to Establish a VPN

7. Business Rules

Ordering of the DISN Private IP Service is based on the basic premise and template for ordering the Sensitive but Unclassified (SBU) IP Data Service (formerly known as NIPRNet). Additional business rules apply when ordering this service.

1. All DISA Direct users that have the role of Authorized Requesting Official (ARO) or DISA users that have the role of Authorized Provisioning Official (APO) will have the capability to select DISN Private IP/Virtual Private Network (VPN) as the type of service.
2. The action types that apply to ***Establish a VPN*** are: Establish a VPN, Change VPN Point of Contact (POC) Information, and Discontinue a VPN. These actions are performed on the VPN (network) itself, vice individual connections to the established VPN. The following rules listed apply when establishing a VPN.
 - a. No funding is required as this service falls within the DISN Subscription Services (DSS). However, the service will also be accessible from non-DSS sites; therefore, the customer will be responsible for access circuit costs from non-DSS sites.
 - b. No Telecommunications Service Request (TSR) will be generated.
 - c. E-mail is sent to applicable engineering e-mail address/originator/all Point of Contacts (POCs), and any added e-mail addresses upon final approval of the Telecommunications Request (TR). The action e-mail address of the engineering e-mail is based upon the geographical disposition selection made on the Establish a VPN TR.
 - d. The full VPN Identifier (ID) will be automatically generated upon final approval of TR.
 - e. TR routing for this type of request is based upon a new routing identifier – VPN Routing ID. The setup and maintenance will be part of the Request Routing application and the responsibility of the Agency's Routing List Official (RLO).
 - f. To discontinue an established VPN (network), all individual physical VPN connections to that network must be disconnected first.
 - g. The Agency's Routing List Official (RLO) utilizes the Request Routing application to setup and maintain the VPN Routing ID. All of the agency's VPN Routing IDs that have been setup by the RLO are automatically presented on the TR page for selection when establishing a VPN.

8. Steps to Establish a VPN on DDOE

This section provides steps necessary to establish a VPN.

ACTION: ARO/APO selects “DISN Virtual Private Network (VPN)” as the service type as shown below, and clicks “Continue.”

Type of Service Page

[DISA Direct Home](#)
[Notifications](#)
[TR Home](#)
[TR Help](#)
[Track TR](#)
[CAD](#)
[ABD](#)

WARNING! Use of the Back and Forward buttons on the browser may cause undesired results, therefore they should NOT be used to navigate through the request.

TR Notice: When a TR is created, a Customer Job Order Number (CJON) will be automatically assigned to the request using the following format ("WO" followed by day, month, year, and next sequential number (e.g., WO20APR011234)). Also, based on DISAC 310-130-5, table T1.1 the Web will assign a TCO code to the request. Once the request has been approved by the final approver within the routing matrix and forwarded to DISA for action, the Web will assign a TR number using the TCO code previously assigned and the same format as the "WO" number. The CJON and TR numbers will be passed back electronically to everyone in the approval chain. Both numbers will also be reflected on the output document.

Please select the Type of Service:

(M) Type of Service:

DISN Virtual Private Network (VPN)

DISCLAIMER! The final solution to your telecommunication requirement will be determined by DISA in accordance with DoDD 4640.13 and DoDI 4640.14, unless you are waived from this guidance or are not a DoD customer.

(M)-Mandatory items must be completed prior to the request being submitted.

-This help link takes you to the description within DISAC310-130-5.

Figure 2: Type of Service Page

ACTION: ARO/APO selects “Establish a VPN” for the request action under “Virtual Private Networks (VPNs)” as shown below.

Request Action Page

DISA Direct Home New Notifications TR Home TR Help Track TR CAD ABD

? (M) Select a type action:

Virtual Private Networks (VPNs)

☒ Establish a VPN

☐ Change VPN Point of Contact (POC) Information

☐ Discontinue a VPN (**Prerequisite Info:** All VPN connections must be disconnected first.)

VPN Connections

☐ Connect to a VPN (**Prerequisite Info:** VPN must be established.)

☐ Amend a VPN Connection

☐ Change VPN Connection Information

☐ Cancel a VPN Connection

☐ Discontinue a VPN Connection

? (M)-Mandatory items must be completed prior to the request being submitted.

? -This help link takes you to the description within DISAC310-130-5.

Figure 3: Request Action Page

ACTION: ARO/APO completes the General Information Page as shown below, and clicks “Continue.”

General Information

DISA Direct Home [Notifications](#) [TR Home](#) [TR Help](#) [Track TR](#) [CAD](#) [ABD](#)

WARNING! Use of the Back and Forward buttons on the browser may cause undesired results, therefore they should NOT be used to navigate through the request.

? (M) Document Classification: UNCLAS ▼

General Information

? (M) This requirement is for **DISN Virtual Private Network (VPN)**

? (M) Geographical Disposition

Select the areas representing the service points that will be included in this request:

☒ CONUS ([Areas 1,2](#)) ☐ EUR ([Areas 3,4,5,6](#)) ☐ PAC ([Areas 7,8,9](#))

Product & Service Requirements

? (M) Product/Service Description:

Establish a VPN

☐ **Related Request Numbers**

? **Customer Job Order Number (CJON)/Tracking Number:**

Number of CJONs to add:

VPN TR Routing Information

? (M) **VPN Routing ID:** DISA01 - DISA01 - DISA VPN MATRIX 1 ▼

Note: The VPN Routing ID is a six-position number assigned by your Agency's [Routing List Official](#).

VPN Routing ID List - DISA01
DISA01 - DISA VPN MATRIX
1







Members				
Seq	Type	Member	Agency	Org
1	Office	DISA VPN Office 1		
	BADGETT	Badgett, Sheila	Defense Information Systems Agency (DISA)	Network Services Directorate - NS
	HENRY	Henry, John	Defense Information Systems Agency (DISA)	Network Services Directorate - NS
	LAKEINM	Lakeinm, Vince	Defense Information Systems Agency (DISA)	DISA CONUS
	LAKE	Lake, Vince	Defense Information Systems Agency (DISA)	Network Services Directorate - NS

Figure 4: General Information Page


General Information Page – VPN Details:

1. **General Information** – this section automatically displays the type service name (e.g., DISN Virtual Private Network [VPN]).
 - a. **Geographical Disposition** – mandatory selection to indicate the area. Select one or more of the areas that represent the VPN location.
2. **Product & Service Requirements** – this mandatory text field will automatically populate with the type action selected: Establish a VPN. Additional product/service description information may be added.
3. **Related Request Numbers** – this section is optional on all TRs and allows additional Customer Job Order Numbers (CJONs) to be added to track the requirement.
4. **VPN TR Routing Information** – Establishing a VPN does not require funding using the Program Designator Code (PDC). However, in order to coordinate the service request, a VPN Routing ID is used. The Agency Routing List Official (RLO) is responsible for setting up and maintaining VPN Routing IDs. All VPN routing IDs that the RLO has set up will automatically be presented in the VPN Routing Information section. If no VPN Routing IDs are shown or a new VPN Routing ID is required, the RLO hyperlink should be selected in order to contract your agency's RLO. Note: customers must fund for any access circuit to a non-DSS subscription site if it is required.
 - a. **VPN Routing ID** – mandatory selection.

ACTION: ARO/APO completes the Virtual Private Network (VPN) Information Page as shown below, and clicks “Continue.”

Virtual Private Network (VPN) Information	
<p>DISA Direct Home Notifications TR Home TR Help Track TR CAD ABD</p>	
<p>DISN Virtual Private Network (VPN) - Establish a VPN - Start</p>	
<p>CJON: WO13APR121837</p>	
<p> M E N U</p> <p>Requester Info</p> <p>VPN Details</p> <p>VPN Info</p> <p>Summary</p> <p>(M) = Mandatory (R) = Recommended DISAC 310-130-5 Matrix  = Help</p>	<p>WARNING! Use of the Back and Forward buttons on the browser may cause undesired results, therefore they should NOT be used to navigate through the request.</p>
<p>Virtual Private Network (VPN) Information</p>	
<p> VPN ID: <input type="text"/></p> <p> (M) Select the Agency requiring the VPN service:</p> <p><input type="text" value="DK - Defense Information Systems Agency - Department of Defense"/></p> <p><i>If your Agency is not listed please contact the REQUESTFULFILLMENT@DISA.MIL or RF@DISA.MIL</i></p> <p> (M) Type of VPN:</p>	<p><i>Note: VPN ID is generated upon final routing approval of the Telecom Request (TR)</i></p> <p>L3 - Layer 3 VPN (Private Internet Protocol (IP) Service)</p>
<p>VPN Point of Contact Information</p>	
<p> (M) Primary POC</p> <p>Retrieve/Enter POC Information Retrieve/Enter Special POC Information</p>	
<p>Rank/Title:</p> <p>Last, First MI:</p>	<p>Ms</p> <p>Turner, Betsy L - Contractor</p> <p>UNCLAS E-mail</p>

User E-mail:	UNCLAS E-mail				
Org E-mail:					
	CLASSIFIED E-mail				
User E-mail:					
Org E-mail:					
	Intl Access	Area/Cntry	Exchange	Phone	Extension
Cmcl. Phone:		301	555	XXXX	
DSN Phone:					
Pager #:					

 (R) **Alternate POC**

[Retrieve/Enter POC Information](#) [Retrieve/Enter Special POC Information](#)

Rank/Title:	Ms
Last, First MI:	Badgett, Sheila - Government
	UNCLAS E-mail
User E-mail:	
Org E-mail:	UNCLAS E-mail
	CLASSIFIED E-mail
User E-mail:	
Org E-mail:	
	Intl Access Area/Cntry Exchange Phone Extension
Cmcl. Phone:	
	618 555 XXXX
DSN Phone:	
Pager #:	

Figure 5: Virtual Private Network (VPN) Information Page

Virtual Private Network (VPN) Information Page:

1. **Virtual Private Network (VPN) Information** – this section provides the VPN ID, the Agency requiring the service, and the type of VPN.
 - a. **VPN ID** – this is a display field. The VPN ID is generated upon final routing approval of the Telecommunications Request (TR).
 - b. **Select the Agency requiring the VPN service** –select the agency that requires the VPN service. This is a mandatory selection. The Agency code and description are based upon the DISAC 310-65-1 Chapter 3 “Agency Requiring the Service,” Para C3.4 “Listing of Codes.” If the agency is not listed, select the content e-mail provided (hyperlinked e-mail address on the page) to send an email to request the agency name to be added.

- c. **Type of VPN** – the type of VPN service will automatically be displayed “L3 – Layer 3 VPN (Private Internet Protocol (IP) Service).”

2. **VPN Point of Contact Information.**

- a. **Primary POC** – a selection of a Primary POC is mandated in order to identify a POC at the VPN location. The POC selection information is accessed by selecting the ‘Retrieve/Enter POC Information’ or ‘Retrieve/Enter Special POC Information’. The user retrieves the mandatory Primary POC information by searching the Central Address Directory (CAD).
- b. **Alternate POC** – an additional POC at the VPN site is highly recommended in case the Primary POC is not available. The POC selection information is accessed by selecting the ‘Retrieve/Enter POC Information’ or ‘Retrieve/Enter Special POC Information’.

ACTION: ARO/APO continues to the Summary Page. The Summary Page reflects all of the TR information. The user has the option to “Delete Draft,” “Save as Draft,” or “Submit Request.” The following example is of a submitted request.

Top Half of Summary Page		
CJON: WO13APR121834		
DISN Virtual Private Network (VPN) - Establish a VPN - Start		
Requester Information		
Rank/Title:	Ms	
Last, First MI:	Turner, Betsy L - Contractor	
Agency:	Defense Information Systems Agency (DISA)	
Organization:	Network Services Directorate - NS	
UNCLAS User E-mail:	email address	UNCLAS Org E-mail:
CLASSIFIED User E-mail:		CLASSIFIED Org E-mail:
Cmcl. Phone:	phone number	DSN Phone:
DISN Virtual Private Network (VPN) Details		
General Information		
Document Classification:	UNCLAS	
Type of Service:	DISN Virtual Private Network (VPN) - Layer 3 VPN (Private Internet Protocol (IP) Service)	
Geographical Disposition:	CONUS	
Product & Service Requirements		
Product/Service Description:	Establish a VPN	
Related Request Numbers		
CJON(s)/Tracking Number(s):	WO13APR121834	
VPN TR Routing Information		
VPN Routing ID:	DISA01 - DISA01 - DISA VPN MATRIX 1	

Figure 6: Example of Submitted Request Summary Page – Top Half

Bottom Half of Summary Page			
DISN Virtual Private Network (VPN) Information			
VPN ID:			
Agency Requiring VPN:		DK - Defense Information Systems Agency - Department of Defense	
Type of VPN:		L3 - Layer 3 VPN (Private Internet Protocol (IP) Service)	
Primary VPN POC			
Name:	Ms Betsy L Turner	UNCLAS User E-mail:	email address
CLASSIFIED User E-mail:		CLASSIFIED Org E-mail:	
Cmcl. Phone:	phone	DSN Phone:	
Pager:			
Alternate VPN POC			
Name:	Ms Sheila Badgett	UNCLAS User E-mail:	email address
CLASSIFIED User E-mail:		CLASSIFIED Org E-mail:	
Cmcl. Phone:	phone	DSN Phone:	
Pager:			
<p>The following list contains the E-mail addresses of the activities that will receive an electronic copy of this request once the final approval has been completed. You may add addressees to this list. You may also use CAD to retrieve E-mail addresses.</p>			
E-mail Addresses			
TO:			
DISACONTESTIPCMO@disa.mil			
CC:			
UNCLAS E-mail		UNCLAS E-mail	
Approval Routing List			
Sequence	Approver / Office	Status	Comments
1	DISA VPN Office	Pending (notified 13 Apr 2012 08:42:15)	

Figure 7: Example of Submitted Request Summary Page – Bottom Half

Summary Page:

1. The user has three options on the Summary Page:
 - a. **Delete Draft** – allows the user to delete the requirement from the database.
 - b. **Save as Draft** – allows the user to save the information and return to complete later.

- c. **Submit Request** – automatically changes the status of the TR to “Pending” and notifies the first routee in the VPN Routing List.
2. Upon final approval in the routing, an e-mail will be generated and sent to the engineering e-mail addresses based upon the geographical disposition indicated in the TR. In addition, all POCs and any additional e-mail addresses added on the TR will be included on the e-mail.

Example of Displayed Approved Request E-mail to Establish a VPN

[DISA Direct Home](#) [Notifications](#) [TR Home](#) [TR Help](#) [Track TR](#) [CAD](#) [ABD](#)

CJON: WO13APR121834

From: cmwebtest@disa.mil
To: DISACONTESTIPCMO@DISA.MIL
Cc: SHEILA.BADGETT@DISA.MIL, BETSY.TURNER.CTR@DISA.MIL
Subject: DISN Virtual Private Network (VPN) -
Layer 3 VPN (Private Internet Protocol (IP) Service) -
CJON: WO13APR121834 VPN ID: DKL300201

The subject DISA Direct Telecom Request (TR) to establish a VPN has been approved.

Connection to this VPN ID is requested by creating and submitting a DISA Direct Telecom Request (TR).

Select "DISN Virtual Private Network (VPN)" as the type service. Select the "Connect to a VPN" request action.

Complete the TR and submit!

If questions, please contact the DISN Global Support Center (DGSC) at
CONUS ONLY (800) 554-3476 Option 2
CMCL (614) 692-4790 Option 2
DSN (510) 376-3472 or (312) 850-4790 Option 2
DGSC@CSD.DISA.MIL
Global DSN: (510) 376-3222

Thank you.

Figure 8: Example of Auto-Generated E-mail of Approved Request to Establish a VPN

Other Informational Notes:

TR Homepage Options

1. **Copy Existing TR** – does not apply to “Establish a VPN”; will only apply to “Connect to an Established VPN.”
2. **Import a TSR** – does not apply to the “DISN Private Internet Protocol (IP) Service” service offering.
3. **Retrieve a Draft TR** – applies to both “Establish a VPN” and “Connect to an Established VPN.”
4. **Review Submitted TR** – applies to both “Establish a VPN” and “Connect to an Established VPN.”
5. **Recall a TR** – applies to both “Establish a VPN” and “Connect to an Established VPN.”
6. **Track TR** – applies to both “Establish a VPN” and “Connect to an Established VPN.”

9. Other Action Requests – VPNs

Once the “Establish a VPN” has been submitted, the “Change VPN Point of Contact (POC) Information” option may be used to change the Primary or Alternate POC information. When the request is submitted, it will route based upon the VPN Routing ID identified on the TR. Upon final approval of the TR, an e-mail will be generated and sent to all e-mail addresses indicated on the TR Summary page. The “Discontinue a VPN” option is used to discontinue the use of the overall VPN. Before this action is taken, all of the VPN connections must be discontinued with the actions all completed. The “VPN Connections” section actions are addressed in the **Connect to an Established VPN** Customer Ordering Guide.


(M) Select a type action:

Virtual Private Networks (VPNs)

- ☐ Establish a VPN
- ☐ Change VPN Point of Contact (POC) Information
- ☐ Discontinue a VPN (**Prerequisite Info:** All VPN connections must be disconnected first.)

VPN Connections

- ☐ Connect to a VPN (**Prerequisite Info:** VPN must be established.)
- ☐ Amend a VPN Connection
- ☐ Change VPN Connection Information
- ☐ Cancel a VPN Connection
- ☐ Discontinue a VPN Connection

 (M)-Mandatory items must be completed prior to the request being submitted.


 -This help link takes you to the description within DISAC310-130-5.

Figure 9: Request Action Page for Other Actions

Appendix A Acronym List

Acronym	Term
APO	Authorized Provisioning Official
ARO	Authorized Requesting Official
CAD	Central Address Directory
CCSD	Command Communications Service Designator
CJON	Customer Job Order Number
DDOE	DISA Direct Order Entry
DGSC	DISN Global Support Center
DISA	Defense Information Systems Agency
DISN	Defense Information System Network
DSS	DISN Subscription Service
ID	Identifier
IP	Internet Protocol
NS	Network Services
PDC	Program Designator Code
POC	Point of Contact
RLO	Routing List Official
SBU	Sensitive but Unclassified
SNAP	System/Network Approval Process
TR	Telecommunications Request
TSR	Telecommunications Service Request
VPN	Virtual Private Network



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